Process Name: Benefits Administration	Process Identifier: BA
Sub-Process Name: Flex Benefits	Sub-Process Identifier: BA-8

Sub-Process Purpose and Objectives: Process flexible benefit elections, deductions, and claims

Sub-Process Description: Participants elect to participate in flexible benefits (health care and dependent care reimbursement accounts) during the enrollment period or upon hire. Elections are entered into the FLEX system by Treasury, and the amount of deductions is sent to payroll. Payroll deducts the amount elected from the participant's paycheck and sends the deductions actually taken back to Flexible Benefits. When claims are processed, the participant submits a form that is reviewed and approved by Treasury. Treasury enters the claim and notifies the participant whether the claim was approved or denied. The reimbursement check is produced by STARS. At quarter end, FLEX produces participant statements. After year-end claims period (end of April), amounts not used by the participant are forfeited.

Sub-Process Trigger(s):	Key Sub-Process Participants:
• Participant submits election forms • Participant submits claim • Year-end `	• Participant • Treasury

Inputs:

Input	Format	Volume/Time	Suppliers
Election information	Forms	3,000/yr	Participants
Continuing enrollment	Forms	30/mo	Participant
Claim information	Forms	18,000/yr	Participants
Elections taken	Interface file	3,400/pay period	Payroll

Outputs:

Output	Format	Volume/Time	Recipients
Payment requests	Interface file		STARS
Amounts forfeited	Interface file		STARS
Confirmations/denials	Paper	3,000/yr	Participant

Performance Measures Tracked:

Process Name: Benefits Administration	Process Identifier: BA	
Sub-Process Name: Flex Benefits	Sub-Process Identifier: BA-8	
Measure	**Approx. Value**	**Target Value**

Laws, Regulations, and Policies That Govern Sub-Process:

- Federal regulations governing flexible benefit plans (IRS 115)

Current Sub-Process Issues/Problems:

Improvement Opportunities:

Opportunity *Merge cells to link one Opportunity to multiple impacts)*	**Organizational Impacts** *(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)*	

Applications that Support the Sub-process

Application Name(s) *(Internal name and vendor's name)*	**Technology Description** *(Programming vendor, language, platform, database, etc.)*
FLEX	

Process:	Benefits Administration	**File:**	Ben Admin - final.vsd
Sub-Process:	BA-8 Flex Benefits	**Date:**	11/10/02
Prepared By:	Salvaggio, Teal & Associates	**Page:**	1/2

Participant

participant election → Completed election forms

participant claim → Completed claim

Approval or denial

Treasury

Enter election information

Enter and review claim

Notify participant of review results

Approved

Y

FLEX

Process elections

Apply deductions

Payment request sent to STARS → STARS disbursement process

Payroll

Establish deductions → Process deductions

Process:	Benefits Administration	File:	Ben Admin - final.vsd
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Participant

Notification of pending forfeiture

Notification of forfeiture

Quarterly statements

Treasury

Notify participant

Notify participant

Prepare STARS journal voucher

STARS

FLEX

Year end

Identify forfeitures pending

Process forfeiture

Quarterly

Prepare statements